

\* **Manufacturers**

\* **Distributors**

\* **Flooring Contractors**

\* **Architects**

## **N.I.C.A. Corporation** **National Installation Contractors Alliance**

*Changing the Floor Covering Industry through Service  
and Technology!*

\* **Facility Management**

\* **Designers**

### “Service First”

The term “Service First” is sometimes thought to be lost in today’s marketplace. N.I.C.A. makes “Service First” the focus of our business.

### Our Mission

Our mission is simple. We focus our abilities on making the purchase and installation of floor covering seamless. We Provide the Services which allow our customers to focus on their “Core Business” while we focus on ours...Servicing You!



What sets us apart from our competitors?

**Experience** and **Technology!**

### Experience

With over 20 years and 10 million yards of experience in troubleshooting botched installations, defective carpet, maintenance issues, and misdiagnosed preventable problems, we feel our experience is our most valuable asset. We can foresee problems in every phase of the floor buying experience. We know the questions to ask at the inception that will save the end user countless dollars and headaches in the end.

### Technology

In today’s world, many problems that once caused countless hours of down-time can be taken care of in minutes with the advancement in technology. N.I.C.A. is at the forefront of the Flooring Industries time saving technology with tools like **Callidus Take-off System, Global Tracking Systems, National Shipping Points, The LIFT System, and Library and Retail Shelving LIFT Systems**. What once caused days of down-time now gets taken care of with your morning cup of coffee.

# N.I.C.A. Corporation

## Services provided by N.I.C.A.

- Technical Service
- Consulting
- Independent Inspections
- Remedial Solutions
- Assessment of Product Selections & Needs
- Electronic Take-Offs & Quantity Requirements
- Site Visits & Logistic Management
- Project Management
- Transportation Services
- Storage & Warehousing
- Installation Services
- Reclamation
- Cleaning Services
- Chemistry & Equipment Sourcing
- Cleaning & Product Performance Audits

## Technical Services

We provide a variety of professional technical services to the manufacturers of various types of floor covering. Our service is unlike any in the industry.

Most manufacturers have a technical service department made up of manufacturing personnel, experienced only in product manufacturing. Although they test their products in a lab environment, they have little or no real world experience. They write their specifications and installation instructions simply to protect their warranties. Little thought is given to the installer who must actually read, comprehend, and implement those instructions in the field.

Think about it. What did you think the last time you read or used a set of installation instructions?

N.I.C.A. brings real world experience in site conditions, installation expertise, time restraints, manufacturing knowledge, and end user expectations together, along with the best in technical innovations. The result is that we can provide the best possible technical assistance to the manufacturers and their customers.

## Consulting

N.I.C.A. can provide you with one of our many professionals to help you with decisions and problems you may encounter. Our staff has experience in all facets of floor covering and the conditions under which they are installed. Our expertise is unlimited as it relates to the floor covering industry.

## Independent Inspections

N.I.C.A. can provide you with accurate independent inspections. Our staff is made up of IICRC Certified Inspectors, as well as technical experts in all fields of the floor covering industry. We have specialists in moisture, concrete and other sub-Floors, indoor air quality, chemistry, installation, product performance, and maintenance.

If you have a problem, we will identify the nature of the problem and provide you with the solution to correct it.

## Remedial Solutions

N.I.C.A. has over 20 years of experience in repairing the problems related to manufacturing, installation, and site-related problems. Our professionals will assess the problem and make the necessary repairs. Our staff has saved over 10 million yards of floor covering from being replaced, while minimizing down-time to the affected facilities.

## Assessment of Product Selection

N.I.C.A. believes product selection is the single most important criteria in your floor covering purchase. Too many times our services are requested during the installation process or even after the product has been installed. Floor covering sales representatives are paid to sell their products. N.I.C.A. does not sell floor covering; we provide the information, tools, and services to ensure our clients' needs and expectations are met. Our goal is to provide our clients with the required information up front that allows them to know what the true costs of the chosen floor covering will be. The true cost incorporates the Lifecycle Costs of not only the product, but also installation, appearance retention, and durability over the entire period that the floor covering will be installed in a facility.

## Electronic Take-Offs & Quantity



N.I.C.A. believes the client should have input and knowledge on the layout and the quantity requirements that go into every project. Too many times, the job is awarded to the flooring contractor with the lowest bid, but who will inherently make the most mistakes. When those mistakes happen, the problems for the end user and the manufacturer will start. To make up for the low bid, profit enhancement begins. How does this affect you?

- Adhesives and other important installation materials are switched to less expensive products
- Quantities of adhesive are minimized
- Cheaper labor sources are selected
- Seams are added and carpet layout is changed
- Customer service is reduced

N.I.C.A. utilizes the Callidus Estimating software and TCS400 scanning and printing technology. We can provide you with a seaming diagram showing the exact quantities of flooring required. This will help you understand the costs associated with the selection process of different products. In seconds, we can change carpet selection and give you the required quantities. Many carpets today have pattern match requirements that highly impact quantities. Many of these products change in appearance when carpet direction is not clearly specified. Let us provide you this service during your selection process to ensure your expectations are met. This will allow you to provide drawings and specifications to all bidding participants.

The TCS400 Scanning and Printing machine is the leader in take-off technology. The TCS400 allows us to convert paper blueprints into electronic drawings in seconds. It also allows the conversion from AutoCAD to PDF and finally electronic drawings back into paper Blueprints all in color, all in seconds. In essence, we can take your paper blueprint, convert, estimate, and return via E-mail within a couple of hours. This is truly State-of-the-Art.

Finally, after you receive back the finished product via E-Mail, if there are questions whether it be the Architect, sales-rep, or end-user, they can join us on-line in a real-time visual teleconference to go over options and changes to the drawings. So now, not only can we estimate and return a finished product in a couple hours, but the customer can discuss and watch any changes to be made on-line in real-time the same day. This is truly a value adding product which an end-user will remember and use for years to come.

These services also allow you to understand everything required for your project up front. We provide you with base, reducer, and adhesive quantities as well as floor covering quantities. This way, all bidders are required to give you their cost based on the same requirements.

## Site Visits & Logistic Management

N.I.C.A. visits each of your sites and outlines the logistics. Why is this important? For most projects, the logistics are one of the last considerations. In countless facilities, time is wasted dealing with logistical problems during the installation. Our management team surveys the site, conducts moisture and pH tests of your substrate, and analyzes take-up requirements. We will also discuss with your facility representative how the material will be brought into the building and what precautions must be specified to protect your floors, walls, and elevators. We also determine when to schedule elevators, find and specify staging areas, and outline contracted services that will be required or that can be eliminated.

N.I.C.A. employs every procedure to minimize facility and employee disruption. We find the location for the disposal or reclamation container, arrange product deliveries, and determine the complete installation schedule. This step eliminates surprises and changed orders, and saves budget dollars from being wasted in lost productivity or unneeded outside services.

## Project Management

N.I.C.A. manages your project from the day you call us. We do all of the leg work and save your facility personnel from wasting their time. We provide full project accountability throughout the entire process. We work with the manufacturing companies, transportation companies, and storage facilities to ensure you have all material when needed. We stay with you until everything is complete, and if you choose our appearance retention program, we stay with you forever, becoming a part of your lifetime satisfaction.

## Transportation Services

N.I.C.A. takes product transportation seriously. Many times, this service is left to assumption. Each project consists of various materials, all coming from different sources. We track all shipments from their origin, and we employ only reliable transportation companies that will transport each product in the most cost-effective manner possible. We track your shipments through a global tracking system to ensure all products are ready and not damaged when you need them. We also specify how your products are cut and transported to your site, allowing for proper conditioning of each product prior to installation.

## Storage & Warehousing

N.I.C.A. understands that there are storage and warehousing requirements on every project. We have established a national alliance with local distributors of floor covering products to provide us with project storage, staging, and local delivery. Each project consists of different products, from the actual floor covering material to the necessary installation sundry items. These products each have storage requirements to ensure their performance when installed in your facility. We take the necessary steps to eliminate problems before they happen.

## Installation Services

N.I.C.A., through over 20 years and over 10 million yards of experience, takes a totally different approach when it comes to installation. We have studied our successes and failures and have found that the single most important attribute our customers remembered was their overall experience during the installation phase. With that thought in mind, we revised our training and selection process. Each of our installation partners, as well as our in-house employees, must be N.I.C.A. Certified. N.I.C.A. has developed a certification that concentrates on exceptional customer service as well as proper installation procedures.

We believe service starts with passion for the trade. If the installer does not have the right attitude and desire to satisfy the client through communication, meeting deadlines, and providing a superior installation, that installer will not work for us. Through the NICA Certification process, installers are taught to be professionals. If they lack the attitude or passion for success, they are eliminated.

The installation professional is only one member of our team you will work with as your project is being completed. Our Customer Service department follows up with our clients daily through e-mail and phone to monitor the installation experience. If at any time we feel our client's expectations are not being exceeded, a member of our Corporate Management staff immediately becomes involved. Our mission is service, which means we must exceed every customer's expectation.

## Reclamation

N.I.C.A. works with all reclamation efforts. We can arrange take-up, shipments to containers, and certificates of reclamation. We have found our most vital asset in reclamation is the ability to maximize the container space and thus minimizing costs per yard of reclamation.

## Cleaning Services

N.I.C.A. has teamed with TLC (Total Lifecycle Care). TLC is the industry's only floor covering maintenance company that practice what they preach. TLC's strategy and success lie in the knowledge that no one chemistry or machine is the answer to clean carpet. It takes a mixture of systems based on the facility and the use to be successful in obtaining the best results.

TLC believes systems and chemistry alone don't clean carpet – people do. So they have studied all systems and chemistries and have trained their people in the importance of all systems as well as the need for the NICA Certification for floor covering professionals.

Our professionals will meet with you to survey your needs and budget and design the best possible maintenance program to meet that budget. Our professionals will provide the cleaning, train your staff, and provide management services. Our goal is your total satisfaction with your floor covering purchase.

## Chemistry & Equipment Sourcing

N.I.C.A. has studied and tested over 1,000 cleaning products. We test for product effectiveness, safety, and the effect these products have on the floor covering. We have learned through these studies that most cleaning products, though they do clean the carpet, also contribute directly to re-soiling of the floor covering, creating the need for more cleaning products and procedures.

N.I.C.A. firmly agrees with TLC's strategy that floor covering maintenance requires the mixture of all systems and chemistries. We have developed a line of 12 cleaning products that are safe for the user, the environment, and that also provide the best chemistry for each system. We can provide your firm with safe, cost-effective cleaning products as well as training on the use of these products that will save you time and money, while giving you the results you desire.

Our team of professionals can help you with the purchase of the necessary equipment to achieve the optimum results from your cleaning efforts. N.I.C.A. does not sell equipment, but we have tested various manufacturers' products, and we truly understand what you will need to achieve the best results.

N.I.C.A. believes that floor covering maintenance is the key component to your ability to achieve the maximum Life Cycle Cost from your floor covering purchase. We also believe that the best way to ensure that your maintenance efforts are yielding the desired results is for our experienced professionals to evaluate the performance of your floor covering purchase on a semi-annual basis. Too many times we are not called in until there is a problem, and many times that is simply too late. Although we can greatly improve many maintenance problems, Life Cycle dollars are lost.

Through our semi-annual audits, we can monitor product use, maintenance procedures, and product performance. We will supply your firm with a full report, including the steps necessary to get back on track if necessary. Should we find a performance problem with the floor covering product, we provide an independent inspection and help with the process of notifying the product manufacturer so no time is lost in having the problem resolved.

## Custom Rug Manufacturing

Through ultra-sonic cutting by Eagle Automation, N.I.C.A. can create custom rugs for end-users. Whether it is a company logo or a learning rug for schools, N.I.C.A. has the equipment and knowledge to manufacturer custom rugs.

## Summary

We at N.I.C.A. believe that over time we have created a strong business model. A model that allows us to focus on Carpet Installation as a core business and in turn allows our customers more time to focus on theirs. All too often Facility Management is caught between the Architects, Logistical Problems and Deadlines. We simply do our part professionally, promptly, and quietly to relieve the headaches of carpet installation process.